

Paper Reference 20161K
Pearson BTEC Level 3
Nationals Extended Diploma

INFORMATION TECHNOLOGY
UNIT 14: IT SERVICE DELIVERY

(PART B)

Window for supervised period:

Monday 29 April 2019 – Friday 17 May 2019

**Supervised hours: 8 hours (plus your additional
time allowance)**

INSTRUCTIONS FOR LEARNERS

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Read the set task brief carefully.

Plan your time carefully to allow for the preparation and completion of all the activities.

Your centre will advise you of the timing for the supervised period.

Internet access is not allowed.

You will complete this set task under supervision and your work will be kept securely at all times.

You must work independently throughout the supervised assessment period and must not share your work with other learners.

Refer to any preparatory work from Part A to complete Part B set task. This material must be in a hard copy format.

OUTCOMES FOR SUBMISSION

**You must create a folder to submit your work.
Your folder should be named according to the
following naming convention:**

**[Centre #]_[Registration number #]_
[surname]_[first letter of first name]**

**Example: Joshua Smith with registration number
F180542 at centre 12345 would have a folder titled
12345_F180542_Smith_J**

**You will need to submit 5 PDF documents, within
your folder, using the file names listed.**

**Activity 1: activity1strategy_[Registration
number #]_[surname]_[first letter of first name]**

**Activity 2: activity2catalogue_[Registration
number #]_[surname]_[first letter of first name]**

**Activity 3: activity3solution_[Registration
number #]_[surname]_[first letter of first name]**

**Activity 4: activity4evaluation_[Registration
number #]_[surname]_[first letter of first name]**

Turn over

Activity 5: activity5implications_[Registration number #]_[surname]_[first letter of first name]

You must complete an authentication sheet before you hand your work into your teacher/tutor.
